Redressal of complaints by CPWD

t2851. SHRI AJAY SINGH CHAUTALA: Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) whether all complaints regarding Government accommodation in Delhi are disposed of by CPWD in time;

(b) if so, the number of complaints disposed of and the number of those pending so far;

(c) if not, the reasons therefor;

(d) whether Government would construct a boundary wall or fencing around all ground floor flats;

(e) if so, by when; and

(f) if not, the reasons therefor?

THE MINISTER OF URBAN DEVELOPMENT (SHRI S. JAIPAL REDDY): (a) to (c) CPWD makes all efforts to attend to complaints/ service requests, received from allottees of Government accommodation, in time. Some complaints take time to be attended due to reasons like non-availability of required material, shortage of funds, lack of service staff or non-availability of site. At times complaints require operations that need to be done through contract.

A total of 6,26,857 complaints were received from January to November, 2005. While 6,24,089 complaints, comprising 99.6% of the total, have been attended to 2,768 complaints are to be addressed.

(d) There is no proposal for construction of boundary wall/fencing around all ground floor flats.

(e) Does not arise.

(f) Most government colonies have a boundary barrier. Fencing is carried out on the request of the allottee on a cost share basis.

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† Original notice of the question was received in Hindi.